

## Communications Industry

### Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory May 2014

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

**Table 2 - Communications Industry Contacts:** The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
IEC5244	AFFINITY 4/Lifeline	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CER4460	Aio Wireless	Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>1</b>
CLC6184	Astound Broadband, LLC	Service	Call Quality	1
			<b>Total ICs</b>	<b>1</b>
LEC1001, CLC1001	AT&T California	Billing	Bill Adjustment	12
		Billing	Bill Not Received	1
		Billing	Bundled Services	4
		Billing	Cramming	6
		Billing	Cramming/3rd Party Billing	2
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	9
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	12
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Error	1
		Billing	Premise Visit Charges	1
		Billing	Slamming	4
		Lifeline	LLB Application Request	15
		Lifeline	LLB Approved for Discount	5
		Policy and Practices	Abusive Marketing	7
		Policy and Practices	Safety	3
		Service	Call Quality	6
		Service	Delayed Orders/Missed Appointments	11
		Service	Disconnected In Error	4
		Service	Disconnection Non Payment	2
		Service	Number Portability - Wireless or Landline	1
Service	Outage	12		
Service	Refusal To Serve	2		
			<b>Total ICs</b>	<b>125</b>
CLC5002, IEC5002, CLC6346, IEC6346	AT&T Corp.	Billing	Bill Adjustment	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	3
		Billing	Other Charges	1
		Service	Disconnected In Error	1
			<b>Total ICs</b>	<b>8</b>

Utility Code	Utility Name	Category	Subcategory	Count
IEC5800	AT&T Long Distance	Billing	High Bill	1
		Billing	Other Charges	1
		<b>Total ICs</b>		
CEC3021	AT&T Mobility	Billing	Bill Adjustment	3
		Billing	Cramming	3
		Billing	Disputed Customer of Record	3
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	7
		Billing	Other Charges	4
		Policy and Practices	Abusive Marketing	6
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	1
<b>Total ICs</b>			<b>30</b>	
CLC6446	Cbeyond Communications, LLC	Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Service	Delayed Orders/Missed Appointments	1
		<b>Total ICs</b>		
CLC6878, CLR6878, IEC6878	Charter Fiberlink CA-CCO, LLC	Billing	High Bill	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Safety	1
		<b>Total ICs</b>		
CLC5698, IEC5698	Comcast Digital Phone	Billing	Early Termination Fee - ETF	1
		Billing	Deposits	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	3
		<b>Total ICs</b>		
CLC5684, IEC5684	Cox, Cox Communications, Cox Business	Billing	Cramming/3rd Party Billing	1
		Billing	High Bill	1
		Billing	Other Charges	1
		Lifeline	LLB Application Request	3
		<b>Total ICs</b>		
CEC3076	Cricket Communications, Inc.	Lifeline	LLB Federal Program/Equipment	1
		<b>Total ICs</b>		
CER4098	DNC Group	Billing	High Bill	1
		<b>Total ICs</b>		
LEC1026	Frontier Communications of the Southwest Inc.	Billing	Bill Adjustment	1
		Service	Outage	1
		<b>Total ICs</b>		
IEC5680	Global Tel*Link Corporation	Service	Call Quality	1
		<b>Total ICs</b>		
CER4381	Greatcall, Inc.	Policy and Practices	Abusive Marketing	1
		<b>Total ICs</b>		
CLC5427	IDT America Corp.	Billing	Cramming	1
		<b>Total ICs</b>		
CLR5251	Nos Communications, Inc.	Billing	Other Charges	1
		<b>Total ICs</b>		
CLC6927	OneTouch Communications	Billing	High Bill	1
		<b>Total ICs</b>		

Utility Code	Utility Name	Category	Subcategory	Count
CLC6005, IEC6005	Peak Communications, Inc.	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Cramming	1
		Billing	Cramming/3rd Party Billing	1
			<b>Total ICs</b>	<b>2</b>
CLC5513, IEC5513	Primus Telecommunications,	Billing	Other Charges	1
			<b>Total ICs</b>	<b>1</b>
IER6882	Quasar Communications Corporation	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CER4387	Reachout Wireless	Lifeline	LL Policy/Practices	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	2
			<b>Total ICs</b>	<b>4</b>
CLC5112, IEC 5112	Sprint Communications Company, LP	Billing	Slamming	1
		Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>2</b>
CER4332	Sprint PCS	Billing	Bill Adjustment	1
		Service	Outage	1
			<b>Total ICs</b>	<b>2</b>
PCC3064	Sprint Telephony PCS, LP	Billing	Cramming	2
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	2
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	2
		Service	Delayed Orders/Missed Appointments	1
		Service	Refusal To Serve	1
			<b>Total ICs</b>	<b>14</b>
CER4380	Surelink Mobile, Telscape Wireless	Lifeline	LLB Federal Program/Equipment	1
		Service	Call Quality	1
		Service	Disconnection Non Payment	1
			<b>Total ICs</b>	<b>3</b>
LEC1015	Surewest Broadband, Consolidated Communications	Billing	Early Termination Fee - ETF	1
		Billing	Bundled Services	1
			<b>Total ICs</b>	<b>2</b>
IER6725	Teledias Communications, Inc	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CLC5248 CLC5721 IEC5248 IEC5859 CLR5721	Telepacific Communications	Billing	Bill Adjustment	2
		Billing	Disputed Customer of Record	1
		Billing	High Bill	1
		Service	Delayed Orders/Missed Appointments	1
		Billing	Other Charges	1
			<b>Total ICs</b>	<b>6</b>
IER6444	Teleuno, Inc.	Billing	Cramming	1
			<b>Total ICs</b>	<b>1</b>
CLC6874, CLR6874, IEC6874	Time Warner Cable	Policy and Practices	Safety	1
			<b>Total ICs</b>	<b>1</b>

Utility Code	Utility Name	Category	Subcategory	Count
CEC3056	T-Mobile	Billing	Bill Adjustment	2
		Billing	Bill Not Received	1
		Billing	Cramming	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
		Billing	Other Charges	5
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	2
		Service	Disconnected In Error	1
			<b>Total ICs</b>	<b>16</b>
CER4231	Tracfone Wireless	Billing	Bill Adjustment	1
		Billing	Other Charges	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
			<b>Total ICs</b>	<b>4</b>
CEC3043	United States Cellular Corporation	Billing	Other Charges	1
			<b>Total ICs</b>	<b>1</b>
CLC5253, IEC5253	Verizon Access Transmission Services	Billing	Cramming	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
			<b>Total ICs</b>	<b>3</b>
LEC1002, CLC1002	Verizon California, Inc.	Billing	Bill Adjustment	7
		Billing	Bundled Services	4
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	6
		Billing	Other Charges	5
		Billing	Payment Error	1
		Lifeline	LLB Application Request	4
		Lifeline	LLB Approved for Discount	2
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Safety	3
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	3
		Service	Disconnected In Error	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	2
Service	Refusal To Serve	1		
			<b>Total ICs</b>	<b>47</b>
CEC3029	Verizon Wireless	Billing	Bill Adjustment	5
		Billing	Early Termination Fee - ETF	4
		Billing	High Bill	13
		Billing	Other Charges	5
		Policy and Practices	Abusive Marketing	7
		Policy and Practices	Obscene/Threatening/Harassing Calls	2
		Service	Call Quality	1
		Service	Disconnection Non Payment	1
			<b>Total ICs</b>	<b>38</b>
IER7117	Veza Telecom, Inc.	Billing	Cramming	1
		Billing	Cramming/3rd Party Billing	1
			<b>Total ICs</b>	<b>2</b>
CER4327	Virgin Mobile USA LP	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	5
			<b>Total ICs</b>	<b>6</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC7252	Vodex Communications Corporation	Service	Call Quality	1
			<i>Total ICs</i>	<i>1</i>
IER6572	World Communications, Inc.	Billing	Slamming	1
			<i>Total ICs</i>	<i>1</i>
CLC5553, IEC5553	XO Communications Services	Billing	High Bill	1
			<i>Total ICs</i>	<i>1</i>
<i>Total ICs Sent <sup>1</sup></i>				<i>357</i>

<sup>1</sup> Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.